

# The City of Torrance is Hiring for Public Safety Dispatcher

\$24.70 - \$34.75 per hour



If you are interested in a career that is challenging and have a sincere desire to help people, then this position may be for you. The Torrance Police Department is seeking dedicated individuals to serve as Public Safety Dispatchers. Dispatchers work closely with Police and Fire Services, use a computer aided dispatch system, take emergency and routine calls, exercise judgment in dispatching units and prioritizing calls, and provide information to police and fire personnel.

## Minimum Requirements

- Graduation from high school or equivalent.
- One year of experience in operating voice communication equipment (i.e. telephones, two way radios) or performing extensive public contact work involving the use of communication equipment.

**Note:** Candidate must obtain and maintain a valid POST (Peace Officer Standards and Training) Public Safety Dispatcher Certificate and Emergency Medical Dispatch (EMD) Certificate within one (1) year of hire.

**You must be available to work rotating shifts, including day, evening, graveyard, weekends and holidays.**

## Ideal Candidate

*In addition to the minimum requirements, a desirable candidate will possess:*

- The ability to remain calm, have a clear and controlled voice, think quickly and logically in emergency situations, handle multiple tasks simultaneously and learn quickly.
- The knowledge to operate a computer keyboard by touch.
- Excellent memorization skills.
- Experience as a Police, Fire or other emergency dispatcher involving computer-aided dispatching.
- POST (Peace Officer Standards and Training) Public Safety Dispatcher Certificate (5% premium pay).
- Emergency Medical Dispatch (EMD) Certificate (5% premium pay).

## Example of Duties

- Dispatches personnel to scene of reported incidents, or to back up personnel requesting assistance.
- Exercise considerable judgment in dispatching deployed units, emergency resources and equipment.
- Provides personnel in the field with information relating to subjects, vehicles and property in order for field personnel to determine the appropriate action to be taken.
- Receives incoming calls for City Hall and the department in order to screen emergency calls from routine business calls.

## Benefits

*Benefits include:*

- Night shift differential pay, 5% for swing shift and 7-1/2% for graveyard shift.
- 5% premium pay for acquiring and maintaining an Emergency Medical Dispatch (EMD) certificate, 5% for acquiring and maintaining POST Dispatch certificate, 5% while assigned to training duties, \$50 per month for bilingual pay.
- Employees receive retirement benefits through the California Public Employees Retirement System (CalPERS). Employees hired after January 1, 2013, that are new to CalPERS, or are returning members with a break in service greater than six months, will be enrolled in the formula 2% @ 62 retirement plan which is funded through contribution from both employer and employee. Employees currently contribute 6.2% toward Social Security and 1.45% toward Medicare.
- Coverage for Family Health plan, Dental and Vision care.
- Flexible Benefits program which provides tax-free options for additional medical, dental and child care expenses.

## How to Apply

Interested candidates must submit an online application and supplemental application at [www.TorranceCA.Gov/Jobs](http://www.TorranceCA.Gov/Jobs). The application period begins Thursday, February 4, 2016 at 7:30 a.m. and closes Thursday, February 18, 2016 at 5:30 p.m.

Only those applicants whose experience best meet the needs of the City will be invited to the examination process.

The examination will consist of the following:

- Written Exam (weighted 40%)
- Oral Interview (weighted 60%)

Prior to being certified to vacant positions, candidates will be invited to take a qualifying keyboarding performance test.

*Applicants with disabilities who require special testing arrangements must contact Human Resources prior to the final filing date.*

## Special Notes

Names of candidates will be retained on the eligible list for a period of four (4) months. Applicants may test for Public Safety Dispatcher only once in a twelve (12) month period.

As a condition of employment, candidates must pass a pre-employment medical examination. **Candidates successful on all parts must pass a background check which will include job and personal references, arrest records, credit history, and use of controlled substances; as well as a psychological evaluation and polygraph test before being hired.**

In accordance with the Memorandum of Understanding between AFL-CIO Local 1117, AFSCME, and the City of Torrance, new employees covered under that memorandum shall become members in good standing or pay the required service fee to Local 1117.

*The provisions of this announcement do not constitute an expressed or implied contract and any provisions contained in this announcement may be modified or revoked without notice.*

Human Resources · 3231 Torrance Blvd. · Torrance, CA 90503 · [www.TorranceCA.Gov](http://www.TorranceCA.Gov)  
Phone: 310.618.2915 · Fax: 310.618.2995 · E-mail: [jobinfo@TorranceCA.Gov](mailto:jobinfo@TorranceCA.Gov)



16027305 TO

**CITY OF TORRANCE  
SUPPLEMENTAL APPLICATION FORM  
FOR  
PUBLIC SAFETY DISPATCHER  
Job Code 16027305**

**(MUST BE FILLED OUT COMPLETELY)**

**To be considered for this position, questions 1, 2, and 3 must be fully completed.**

1. Amount of full-time experience operating voice communication equipment or performing public contact work which involved the use of communication equipment (i.e. telephones, two-way radio, etc.).

- ☐ none  
☐ less than one year  
☐ one year to three years  
☐ more than three years

What percentage of your work time were you operating voice communication equipment?

%

Describe the type of voice communication equipment you operated, the purpose of the communication, and dates you operated such equipment.

2. Have you used two-way radio communication equipment?

- ☐ no  
☐ yes

3. Are you able and willing to work **all** rotating shifts, including days, evenings, weekends, and holidays?

- ☐ no  
☐ yes

4. Have you worked as a public safety dispatcher?

- ☐ no  
☐ less than one year  
☐ one year to three years  
☐ more than three years

5. Have you worked full-time dispatching other types of emergency units?

- ☐ no  
☐ less than one year  
☐ one year to three years  
☐ over three years

If you answered b), c), or d) to question number 5, what types of emergency units did you dispatch, and what were the approximate employment dates?

6. Did your dispatching experience include the use of a computer-aided system?

- ☐ no  
☐ yes

7. Can you operate a computer keyboard by touch?

- ☐ no  
☐ yes

8. Do you have a POST Public Safety Dispatcher Certificate?

- ☐ no  
☐ yes

9. Have you taken any training or coursework in emergency dispatching?

- ☐ no  
☐ yes

If yes, please give the date(s) of such training, and briefly describe the training.

10. Are you able to read and give directions from a map or Thomas Guide?

- ☐ no  
☐ yes

11. How familiar are you with Torrance streets, businesses and emergency facilities?

- ☐ not at all familiar  
☐ somewhat familiar  
☐ very familiar

12. Do you regularly handle emergency situations in your work?

- ☐ no  
☐ yes

If yes, briefly describe the type of emergency situation you handle.

13. What do you feel are the main sources of stress in your job?

14. I certify that the information I have provided in my answers are true and accurate.

- ☐ no  
☐ yes